



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

June 4, 2010

To: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

Board of Supervisors
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First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

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Fifth District

RISK MANAGEMENT ACTIVITIES AND PLANS

The last year has been very busy for the Chief Executive Office Risk Management Branch, with a wide variety of risk management activities being implemented or in progress. In conjunction with your Board's emphasis on risk issues, many of these activities can be directly linked to the increased awareness of risk management throughout the County of Los Angeles. These activities are in addition to the day-to-day focus on claims administration (workers' compensation, liability, small and property, short-term and long-term disability), contractual risk management, commercial insurance administration, occupational health, and psychological services.

The descriptions in the report attached only briefly describe each activity. For additional information, please contact Steven E. NyBlom, Manager, CEO, at (213) 351-5346 or snyblom@ceo.lacounty.gov.

If you have any questions, please have your staff contact Ellen Sandt at (213) 974-1186 or esandt@ceo.lacounty.gov.

WTF:BC:ES
SEN:km

Attachment

c: Executive Officer, Board of Supervisors
County Counsel

i:RMB Secs/Board letters-memos/BM re Risk Mgt. Branch Activities and Plans 6-4-10

"To Enrich Lives Through Effective And Caring Service"

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**CHIEF EXECUTIVE OFFICE
RISK MANAGEMENT BRANCH
ACTIVITIES AND PLANS**

Legal Exposure Reduction Committee

The Legal Exposure Reduction Committee (LERC) has been meeting for more than a year and has become a driving force behind several risk management initiatives. LERC will continue to meet on a monthly basis. Key activities include the development of a cost-reduction goal and establishment of sub-committees to handle employment practices liability, risk management training, risk management classification studies, workers' compensation, and medical malpractice.

Risk Exposure Cost Avoidance Plans

In the Fall of 2009, departments were required to develop Risk Exposure Cost Avoidance Plans (RECAPs) for their departments. CEO staff provided much of the required data and consulted with departmental staff to develop the documents, and have been consulting with departments to implement the activities and objectives. CEO will distribute a reporting template in June 2010, compile department results in the Summer of 2010, and consult with departments on the development of RECAPs for Fiscal Year 2010-11.

Department Head Management Appraisal and Performance Plan Goals

CEO staff actively supports departmental efforts to meet risk management-related Management Appraisal and Performance Plan goals through consultation, development of resource materials, and training.

Departmental Return-to-Work Assessments

Departments were instructed to conduct return-to-work self assessments using the assessment tool developed by the CEO. Department responses, including a composite score and corrective action plans, were due on March 15, 2010. A CEO/Department of Human Resources (DHR) team will complete an audit of the departments' responses by June 30, 2010.

Probation Department Return-to-Work Project

Extensive efforts were made to correct problems in the Probation Department's Return-to-Work unit. This included reviewing and organizing all files, and developing and implementing action plans. Staff from the CEO and Probation Department worked together to identify staffing needs and recommend changes. The combined efforts of CEO, DHR, and Probation staff have resulted in the Probation Department being able to better manage their own files. The status of this project will next be reported to your Board in closed session in July 2010.

Departmental Loss Control and Prevention Self Assessments

Departments have been instructed to conduct loss control and prevention program self assessments for six major subjects and report on their findings before the end of June 2010. Departmental self assessments will be reviewed and deficiencies will be used to target CEO consulting efforts. Additional self assessment tools will be developed and departments will be instructed to complete them during Fiscal Year 2010-11.

Corrective Action Plans/Summary Corrective Action Plans

Starting in 2010, CEO has been approving Corrective Action Plans (CAPs) and Summary Corrective Action Plans (SCAPs) for all claims before they are presented to the Claims Board. CEO staff also began attending all cluster meetings when CAPs/SCAPs are being discussed. This brings further awareness to CAP/SCAP issues, provides technical resources for Deputy Chief Executive Officers (DCEOs), and demonstrates the importance of proper root cause analyses.

Risk Management Training

A wide variety of risk management training has been conducted and additional training has been scheduled. There was a half-day session on April 5, 2010 that all Department Heads, DCEOs, and Board staff were invited to attend. Mandatory risk management training for managers and supervisors has been developed through LERC; training sessions started in March and are scheduled regularly throughout 2010.

Cognos Reports for Liability Claims Data

Initial reports were distributed to all Department Heads in October 2009. Additional reports have been added and more are being developed. These reports are now distributed automatically on a monthly basis. Department access to loss information increases management attention on claims.

Contract Extensions/Cost Reductions

Eighteen contract extensions for risk management service providers were completed, representing approximately \$4.9 million in cost savings to the County of Los Angeles (County).

Online Reasonable Suspicion Training Program

The reasonable suspicion training program was placed online and all managers and supervisors have been instructed to take the training. This online training will reach a broad audience and will supplement the classroom training that will continue to take place.

Pandemic Flu/ILL-at-Work

In response to concerns relating to the H1N1 virus, the CEO developed policies and procedures dealing with employees who are ill at work, including the methodology to send employees to a medical clinic to be evaluated.

Sleep Apnea Studies

A new evaluation was developed to identify applicants in key positions (such as drivers) who might be suffering from undiagnosed sleep apnea.

Pre-Placement Psychological Evaluations for the Department of Children and Family Services

The CEO has signed a Memorandum of Understanding with the Department of Children and Family Services (DCFS) to conduct pre-placement psychological evaluations. This will improve the quality of evaluations being completed.

Risk Management Annual Report

The Risk Management Annual Report has been evolving over the last several years. The next edition of the report will include much more analysis of the County's risk-related expenditures.